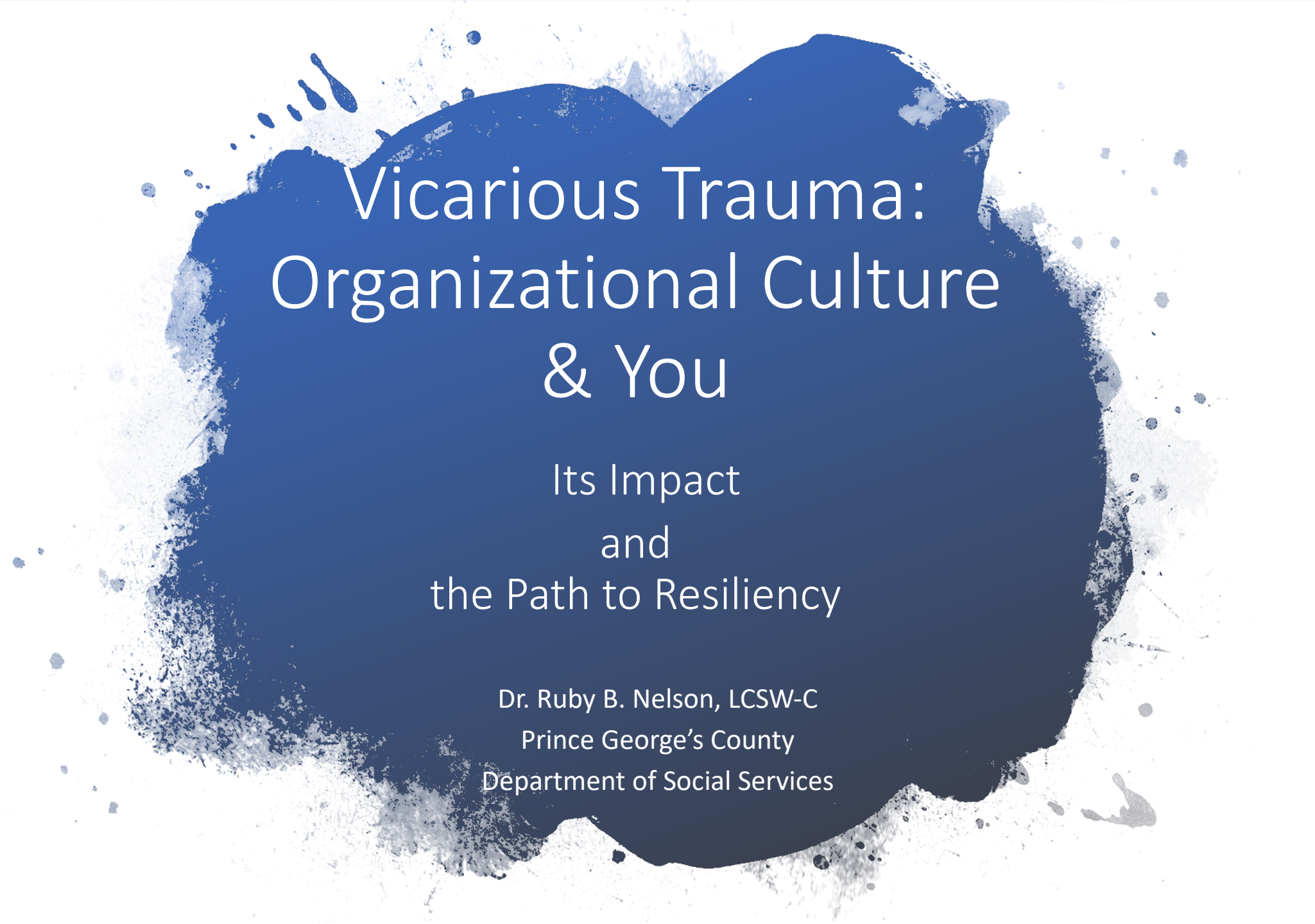# Could This Be You???

"It's a new anti-depressant—instead of swallowing it, you throw it at anyone who appears to be having a good time."

Vicarious Trauma: Organizational Culture & You

Its Impact
and
the Path to Resiliency

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Learning Objectives

After this webinar, you should be able...

- To understand the impact of vicarious trauma
- To recognize what are the risk factors and who they effect
- To identify strategies to address vicarious trauma for individuals and organizations
- To build resiliency for the individuals and organizations

Terminology

Burnout
Compassion Fatigue
Vicarious Trauma
Resiliency

7 Signs Of Burnout

Stress, the root cause of burnout, costs U.S. businesses $300 billion in lost productivity each year. However taking some simple measures to prevent burnout and reduce stress can go a long way towards keeping workers more fut, happier and more productive.

Sleeplessness

General lack of interest/ feeling of apathy

Frequent illness

Forgetfulness

Working hard & feeling drained without signs of higher production

Depression

Irritability with coworkers, friends and family

BURNOUT is a state of emotional, mental, and physical exhaustion caused by excessive and prolonged stress.

Compassion Fatigue

it is the profound emotional and physical exhaustion that helping professions and caregivers develop over their careers
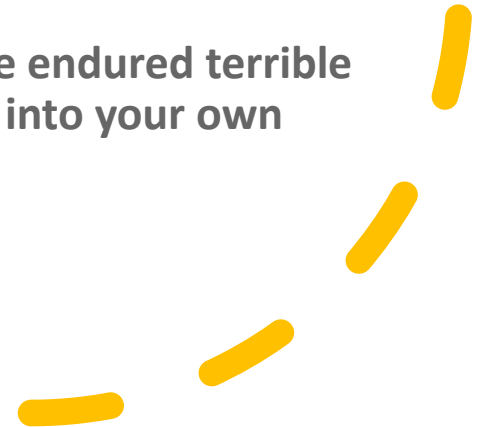
Symptoms of Compassion Fatigue

VICARIOUS TRAUMA

The natural consequent of behaviors and emotions resulting from knowing about a traumatizing event that was experience by another.

Vicarious traumatization (VT) is a transformation in the self of a trauma worker or helper that results from empathic engagement with traumatized clients and their reports of traumatic experiences.

Vicarious trauma is an ongoing process of change over time that results from witnessing or hearing about other people's suffering and need.

When you identify with the pain of people who have endured terrible things, you bring their grief, fear, anger, and despair into your own awareness and experience.

Vicarious Trauma History

- Symptoms of Vicarious Trauma was 1st identified in 1973

- The term was 1st used in 1990's by Pearlman & Saakvitne

- Often called "**the cost of caring**"

"An occupational hazard for professionals working with trauma survivors"

Vicarious Trauma is often interchanged with...

Secondary Trauma

Burnout

Counter Transference

Stress

Compassion Fatigue

Chat/Feedback Box

- While working in my field I believe I have experienced…
  - B = Burnout
  - C = Compassion Fatigue
  - V = Vicarious Trauma

Who's At Risk ?

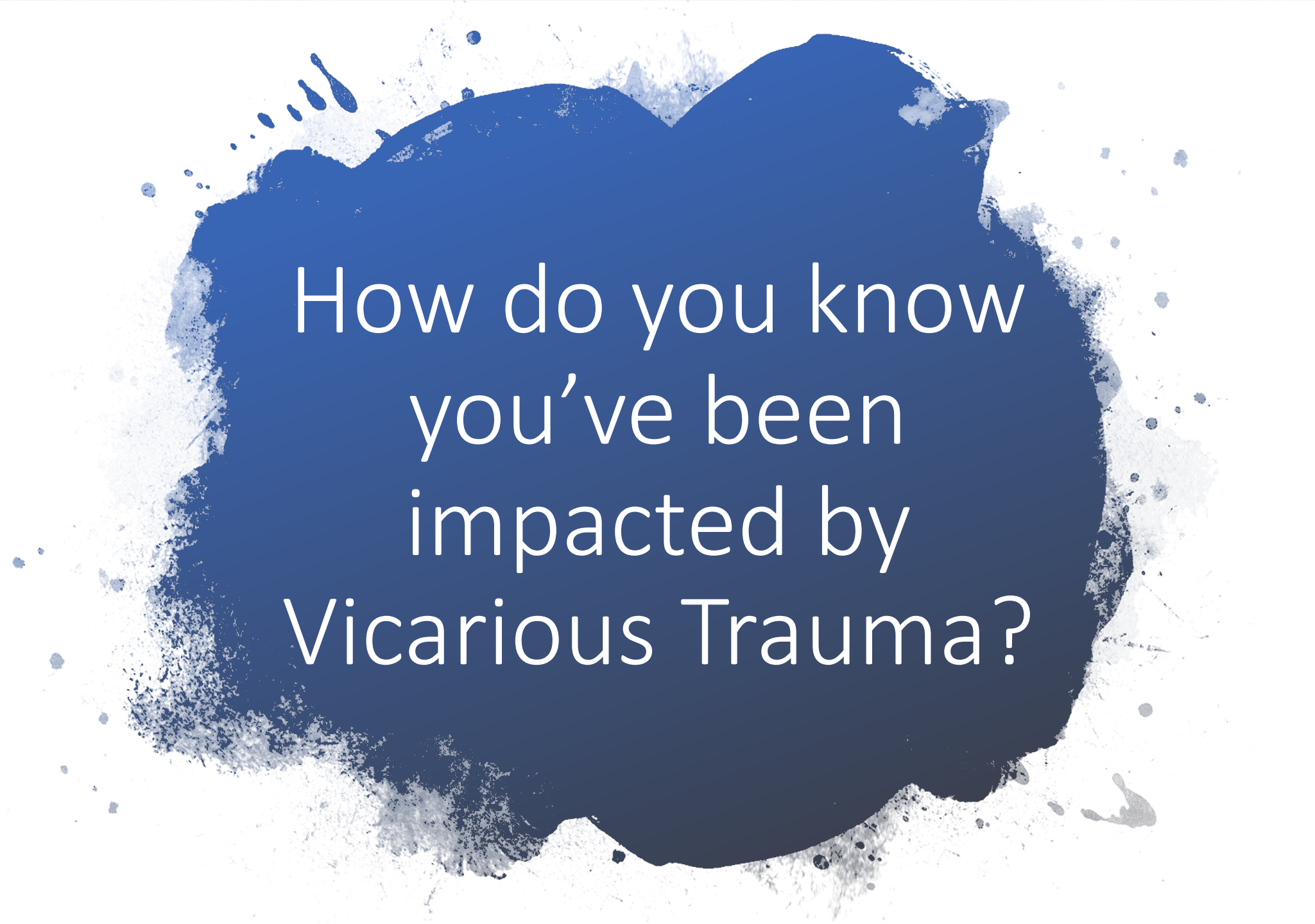Any individual who works with VICTIMS

These include:

- Law Enforcement
- Therapist
- Social Workers
- Counselors
- Rescue Workers
- Firefighter

Risk factors

- **History of Childhood trauma**
- **Individual coping styles**
- **Difficult life circumstances**
- **Working conditions**
- **Excessive empathy**

How do you know you've been impacted by Vicarious Trauma?

Vicarious Trauma Impacts every area of your life...   PERSONAL

- **Physical**
  - Headaches, Rapid pulse/breathing, fatigue

- **Psychological**
  - Numbness, feelings of powerlessness, anxiety, disillusionment

- **Behavioral**
  - Irritability, sleep changes; isolate from friends/family, substance abuse, appetite changes

- **Spiritual**
  - Questioning meaning of life, questioning good vs evil, loss of purpose

- **Cognitive**
  - Cynicism, pessimism, hopelessness, traumatic images, preoccupation with clients

- **Relational**
  - Withdraw or become clingy, mistrustful, lack of interest in sex, lack of close friends

Individual Assessment Tool

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE (PROQOL) VERSION 5 (2009)

When you serve people as an AmeriCorps member, you have direct contact with their lives. As you may have found, your compassion for those you serve can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as an AmeriCorps member. Consider each of the following questions about you and your current service position. Select the number that honestly reflects how often you experienced these things in the last 30 days.

1=Never 2=Rarely 3=Sometimes 4=Often 5=Very Often

_____ 1. I am happy.
_____ 2. I am preoccupied with more than one person I serve.
_____ 3. I get satisfaction from being able to serve people.
_____ 4. I feel connected to others.
_____ 5. I jump or am startled by unexpected sounds.
_____ 6. I feel invigorated after working with those I serve.
_____ 7. I find it difficult to separate my personal life from my life as an AmeriCorps member.
_____ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I serve.
_____ 9. I think that I might have been affected by the traumatic stress of those I serve.
_____ 10. I feel trapped by my position as an AmeriCorps member.
_____ 11. Because of my service, I have felt "on edge" about various things.
_____ 12. I like my service as an AmeriCorps member.
_____ 13. I feel depressed because of the traumatic experiences of the people I serve.
_____ 14. I feel as though I am experiencing the trauma of someone I have served.
_____ 15. I have beliefs that sustain me.
_____ 16. I am pleased with how I am able to keep up with service techniques and protocols.
_____ 17. I am the person I always wanted to be.
_____ 18. My service makes me feel satisfied.
_____ 19. I feel worn out because of my service as an AmeriCorps member.
_____ 20. I have happy thoughts and feelings about those I serve and how I could help them.
_____ 21. I feel overwhelmed because my service load seems endless.
_____ 22. I believe I can make a difference through my service.
_____ 23. I avoid certain activities or situations because they remind me of frightening experiences of the people I serve.
_____ 24. I am proud of what I can do to serve.
_____ 25. As a result of my service, I have intrusive, frightening thoughts.
_____ 26. I feel "bogged down" by the system.
_____ 27. I have thoughts that I am a "success" as an AmeriCorps member.
_____ 28. I can't recall important parts of my service with trauma victims.
_____ 29. I am a very caring person.
_____ 30. I am happy that I chose to join AmeriCorps.

Impact on Organizations

Performance

Morale

Behavioral

Interpersonal

In the Feedback box, type some other ways organizations may suffer from Vicarious Trauma...

Chat/Feedback Box

How would you rate your organizations current capacity to address vicarious trauma?

A. Good

B. Adequate

C. Needs improvement

D. I don't know

Resilience

- Knowing how to overcome adversity from the trauma

- The process of adapting well in the face of adversity, trauma, tragedy, threats or even significant sources of stress
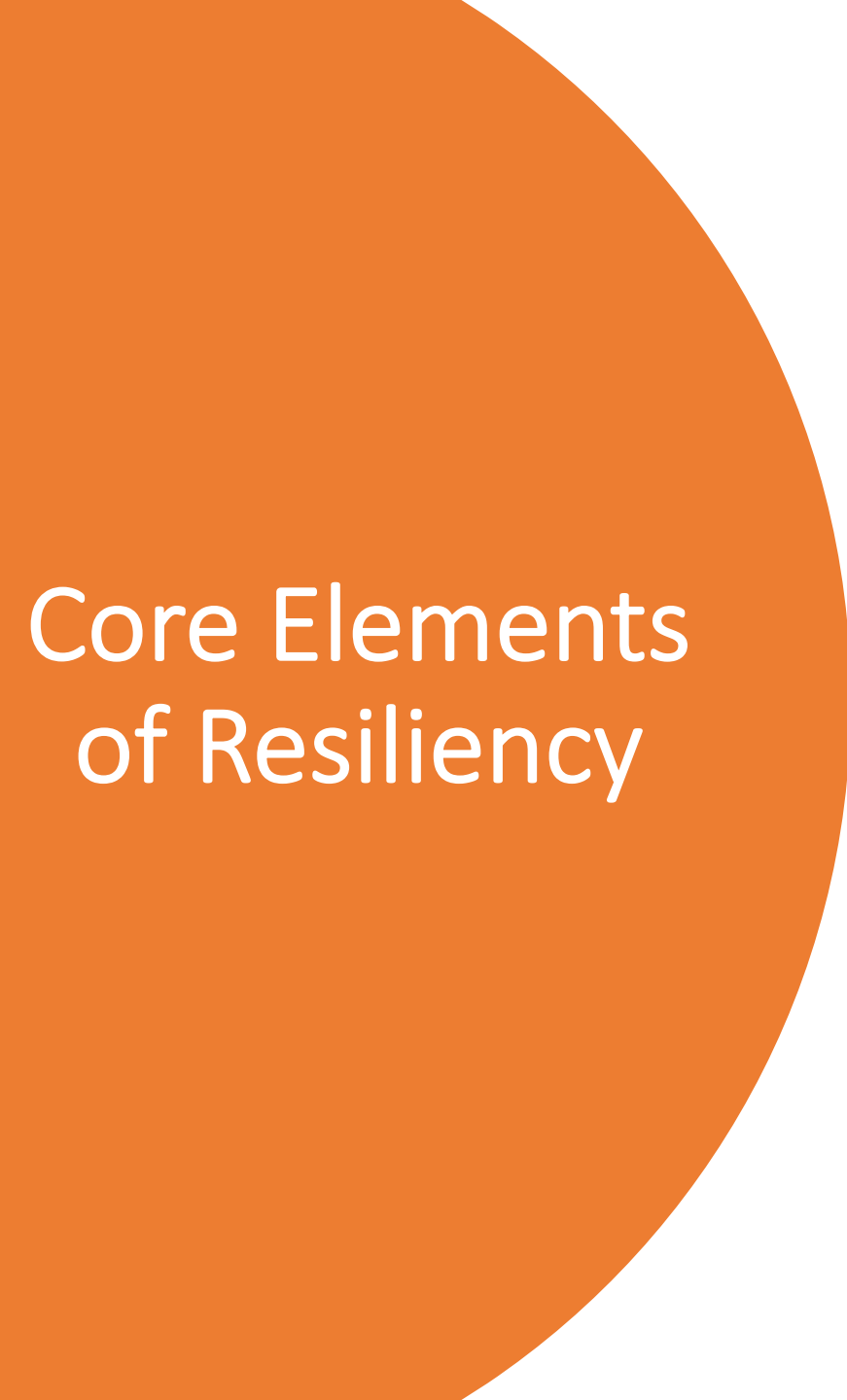
- Being able to "**BOUNCE BACK**"

American Psychological Association

BOUNCE BACK

Core Elements of Resiliency

- **Personal Perspective & Meaning**
- **A Sense of Hope**
- **Healthy Coping**
- **Strong Relationships**
- **Self Knowledge & Insight**

Office of Victims of Crime

Personal Perspective
&
Meaning

-Morality and Integrity

- Spirituality

- Coherent Life Meaning

A Sense of Hope

-Optimism

- Ability to have Fun

- Sense of Humor

Self-Knowledge & Insight

-Self Esteem

- Sense of Control

- Independence

In Closing

For further information on the Five Core Elements and Organizational Resiliency Model, go to:

https://www.ovc.ojp.gov

Questions

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